



FacTS CLIENT 2004

Client Database Open for Updates	1 July - 31 Aug
Database Closed	1 Sept - 16 Sept
Pre-notification E-Mail	17 Sept
Client Survey Open	1 - 22 Oct
FacTS Results on Web-Site	Jan 2005



FacTS CLIENT: Survey Instrument Design

- Instrument Has **Three Types** of Items:
 - 26 Positively Worded **Substantive Statements**
 - Responses Based on 5 Point Likert Scale
 - Questions Answered By Making Selections from **Pull Down Menus**
 - **2 Narrative Statements/Questions**
 - Responses Organized Into 5 Categories



FacTS CLIENT: Survey Instrument Design

- Demographic Information
 - No specific demographic questions in the the survey
 - Information about the client (name, email address, primary service providers, business lines used) preloaded into the client database
 - Demographics used to tie client feedback to specific service providers and business lines



FacTS CLIENT: 2003 Feedback

- **The Clients told us:**
 - **You treat us with respect and courtesy**
 - **We have confidence in your people**
 - **Your are responsive to our needs, but...**
 - **You are too expensive**
 - **You are too slow**
 - **You need to keep us better**